

Amendments to the Claims

This listing of claims, if entered, will replace all prior versions and listings of claims in the above-identified application.

Listing of Claims

1. (Currently Amended) A method in a computing system for managing a service request, the method comprising:

extracting service request information in a first form that is associated with a first source computerized service request management system, wherein the service request information comprises a report of a loss of a service from a customer;

converting the service request information in the first form into service request information that is in a second intermediate form, wherein
the second intermediate form comprises

a list of service request elements with a hierarchy of data components,
wherein

the hierarchy of data components comprises
a service request common ID component; and

converting the service request information in the second intermediate form into service request information in a target form that corresponds to a target computerized service request management system.

2. (Original) The method of claim 1, further comprising:

using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:
creating a new service request record in the target computerized service request management system; and
updating an existing service request record in the target computerized service request management system.

3. (Original) The method of claim 1, further comprising:

extracting service request information in a third form that is associated with a second source computerized service request management system that is distinct from the first source computerized service request management system;

converting the service request information in the third form into service request information that is in the second intermediate form;

converting the service request information in the second intermediate form into service request information in the target form; and

using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:

creating a new service request record in the target computerized service request management system; and updating an existing service request record in the target computerized service request management system.

4. **(Cancelled)**

5. **(Currently Amended)** The method of claim 4, wherein the hierarchy of data components includes a plurality of service request components, wherein each of the plurality of service request components includes one or more of:

a-service-request-common-ID-component;

a service request base data component;

a related parent area component;

a related root area component;

a related contract component;

a list of related contacts component;

a list of related account component;

a list of related owner component;

a status data component;

a related product component for defining internal and external products;

a related installed product component for defining customer assets;

a related business unit component; a list of related activity component; and

a service request custom data component.

6. (Original) The method of claim 5, wherein the service request base data component includes one or more of:

- an abstract component for summarizing the service request;
- a channel source code component;
- a closed date component for defining when the service request is closed;
- a commit time component;
- a description component;
- a service request number component; and
- a reported date component.

7. (Original) The method of claim 5, wherein the related parent area component includes a parent area component, wherein the parent area component includes one or more of:

- a functional area common ID component;
- a base data component that can include a functional area name component;
- a list of related sub-areas component that can include any number of related sub-area components; and
- a functional area custom data component.

8. (Original) The method of claim 5, wherein the related root area component includes a common ID for functional area.

9. (Original) The method of claim 5, wherein the related contract component includes one or more of:

- a contract common ID component;
- a contract base data component, wherein contract base data component includes one or more of:
 - a related contract description component;
 - an effective-to date component;
 - a type code component;
 - a contract number component;
 - an effective-from date component;
 - a response code component;
 - a response time component; and

a related contract custom data component.

10. (Original) The method of claim 5, wherein the list of related contact component includes a plurality of related contact components, wherein each of the plurality of related contact components includes one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

11. (Original) The method of claim 5, wherein the list of related account component includes a plurality of related account components, wherein each of the plurality of related account components includes one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a party base data component; and
- a related contact custom data component.

12. (Original) The method of claim 5, wherein the list of related owner component includes a plurality of related owner components, wherein each of the plurality of related owner components includes one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

13. (Original) The method of claim 5, wherein the status data component includes one or more of:

- a priority code component;
- a severity code component;
- a status code component; and
- a sub-status code component.

14. (Original) The method of claim 5, wherein the related product component includes one or more of:

- a product ID component;
- a product base data component;
- a product sales data component;
- a configuration data component;
- a related product line component;
- a list of price type component;
- a list of related inventory location component;
- a list of related product component;

a list of related business unit component; and
a product custom data component.

15. (Original) The method of claim 5, wherein the related installed product component includes one or more of:

a common ID of an installed product component;
an installed product base data component;
a related parent installed product component;
a pricing data component;
a related product component a list of related party component;
a list of related order component;
a related inventory location component;
a related business unit component;
a list of attribute component;
a custom data component; and
a list of related installed product component, wherein
the list of related installed product component includes one or more of:
an external product ID component;
an external product base data component;
an external product sales data component;
an external product configuration data component;
an external product related product line component;
an external product list of price type component;
an external product list of related inventory location component;
an external product list of related product component;
an external product list of related business unit component; and
an external product custom data component.

16. (Original) The method of claim 5, wherein the related business unit component includes a related business unit common ID.

17. (Original) The method of claim 5, wherein the list of related activity component includes a plurality of related activity components, wherein each of the plurality of related activity components includes one or more of:

- an access code component;
- a comment on action taken component;
- a duration component;
- an end date component;
- an activity number component;
- a reason code component;
- a start date component;
- a task description of action taken component;
- a type code component; and
- a related owner component.

18. (Currently Amended) A computer-readable medium carrying one or more sequences of instructions for managing a service request, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform:

- extracting service request information in a first form that is associated with a first source computerized service request management system, wherein

- the service request information comprises a report of a loss of a service from a customer;

- converting the service request information in the first form into service request information that is in a second intermediate form, wherein

- the second intermediate form comprises

- a list of service request elements with a hierarchy of data components,

- wherein

- the hierarchy of data components comprises

- a service request common ID component; and

- converting the service request information in the second intermediate form into service request information in a target form that corresponds to a target computerized service request management system.

19. (Original) The computer-readable medium of claim 18, further comprising:

using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:

creating a new service request record in the target computerized service request management system; and updating an existing service request record in the target computerized service request management system.

20. **(Currently Amended)** A system, comprising:

a processor;

an interconnect coupled to the processor; and

a computer-readable storage medium coupled to the processor via the interconnect, wherein the computer-readable storage medium comprises a data structure comprising

a list of service request elements with a hierarchy of data components, and the hierarchy of data components comprises

a service request common ID component, and

the list of service request elements store service request information, wherein the service request information comprises a report of a loss of a service from a customer.

21. **(Currently Amended)** The data structure of claim 20, wherein the hierarchy of data components includes a plurality of service request components, wherein each of the plurality of service request components includes one or more of:

a service request common ID component;

a service request base data component;

a related parent area component;

a related root area component; a related contract component;

a list of related contacts component;

a list of related account component;

a list of related owner component;

a status data component;

a related product component for defining internal and external products;

a related installed product component for defining customer assets;

a related business unit component;

a list of related activity component; and

a service request custom data component.

22. (Original) The data structure of claim 21, wherein the service request base data component includes one or more of:

- an abstract component for summarizing the service request;
- a channel source code component;
- a closed date component for defining when the service request is closed;
- a commit time component;
- a description component;
- a service request number component; and
- a reported date component.

23. (Original) The data structure of claim 21, wherein the related parent area component includes a parent area component, wherein the parent area component includes one or more of:

- a functional area common ID component;
- a base data component that can include a functional area name component;
- a list of related sub-areas component that can include any number of related sub-area components; and

a functional area custom data component.

24. (Original) The data structure of claim 21, wherein the related root area component includes a common ID for functional area.

25. (Original) The data structure of claim 21, wherein the related contract component includes one or more of:

- a contract common ID component;
- a contract base data component, wherein contract base data component includes one or more of:
 - a related contract description component;
 - an effective-to date component;
 - a type code component;
 - a contract number component;
 - an effective-from date component;

a response code component;
 a response time component; and
 a related contract custom data component.

26. (Original) The data structure of claim 21, wherein the list of related contact component includes a plurality of related contact components, wherein each of the plurality of related contact components includes one or more of:

 a common ID for a party component;
 a communication data for a party component;
 a data cleansing data component;
 a list of address of a party component;
 a list of relationships that a party can have with other entities component;
 a list of alternate ID component;
 a list of license data component;
 a custom party data component;
 a person base data component;
 a privacy data component; and
 a related contact custom data component.

27. (Original) The data structure of claim 21, wherein the list of related account component includes a plurality of related account components, wherein each of the plurality of related account components includes one or more of:

 a common ID for a party component;
 a communication data for a party component;
 a data cleansing data component;
 a list of address of a party component;
 a list of relationships that a party can have with other entities component;
 a list of alternate ID component;
 a list of license data component;
 a custom party data component;
 a party base data component; and
 a related contact custom data component.

28. (Original) The data structure of claim 21, wherein the list of related owner component includes a plurality of related owner components, wherein each of the plurality of related owner components includes one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

29. (Original) The data structure of claim 21, wherein the status data component includes one or more of:

- a priority code component;
- a severity code component;
- a status code component; and
- a sub-status code component.

30. (Original) The data structure of claim 21, wherein the related product component includes one or more of:

- a product ID component;
- a product base data component;
- a product sales data component;
- a configuration data component;
- a related product line component;
- a list of price type component;
- a list of related inventory location component;
- a list of related product component;
- a list of related business unit component; and
- a product custom data component.

31. (Original) The data structure of claim 21, wherein the related installed product component includes one or more of:

- a common ID of an installed product component;
- an installed product base data component;
- a related parent installed product component; a pricing data component; a related product component a list of related party component; a list of related order component; a related inventory location component; a related business unit component; a list of attribute component; a custom data component; and a list of related installed product component, wherein the list of related installed product component includes one or more of:
 - an external product ID component; an external product base data component; an external product sales data component; an external product configuration data component; an external product related product line component; an external product list of price type component; an external product list of related inventory location component; an external product list of related product component; an external product list of related business unit component; and an external product custom data component.

32. (Original) The data structure of claim 21, wherein the related business unit component includes a related business unit common ID.

33. (Original) The data structure of claim 21, wherein the list of related activity component includes a plurality of related activity components, wherein each of the plurality of related activity components includes one or more of:

- an access code component;
- a comment on action taken component;
- a duration component;
- an end date component;
- an activity number component;
- a reason code component;
- a start date component;
- a task description of action taken component;
- a type code component; and
- a related owner component.